

### Amendments To The Claims

Claim 1 (currently amended): A method for use in remotely diagnosing an electronic device, comprising:

initiating a diagnostic analysis of an electronic device;  
identifying the electronic device;  
determining whether the electronic device comprises a diagnostic controller;  
receiving a plurality of scripts for diagnosing the electronic device communicated over a distributed network, wherein the receiving the plurality of scripts includes receiving within the diagnostic controller at least one web page having one or more of the plurality of scripts and the diagnostic controller extracting at least one of the plurality of scripts from the at least one web page;  
determining whether at least one of the plurality of scripts was previously received;  
storing those scripts that were not previously received;  
determining whether one or more of the plurality of scripts determined to have been previously received are updated scripts of one or more scripts previously received;  
storing the one or more updated scripts when the one or more updated scripts are updated scripts of the one or more previously received scripts;  
remotely initiating a first diagnostic instruction with at least one of the plurality of scripts;  
receiving a response based on the first diagnostic instruction;  
determining a second diagnostic instruction based on the response ~~with at least one of the plurality of scripts~~; and  
remotely initiating the second diagnostic instruction with at least one of the plurality of scripts.

Claim 2 (canceled)

Claim 3 (previously presented): The method of claim 1, further comprising:  
decrypting at least a portion of the plurality of the script prior to the initiating the first diagnostic instruction.

Claim 4 (previously presented): The method of claim 1, further comprising:  
remotely receiving the diagnostic controller over the distributed network prior to identifying the electronic device.

Claim 5 (original): The method of claim 1, wherein the identifying the electronic device includes electronically accessing the electronic device and receiving an identity of the electronic device from the electronic device.

Claim 6 (original): The method of claim 1, wherein the step of identifying the electronic device includes determining if an identity of the electronic device can be directly determined; and

requesting the identity of the electronic device from a user when the identity cannot be directly determined.

Claim 7 (original): The method of claim 1, further comprising:  
receiving from over the distributed network an initiation for the diagnosis of the electronic device;  
receiving from over the distributed network the identification of the electronic device;  
determining a plurality of scripts to implement the diagnosis of the electronic device; and  
communicating the plurality of scripts over the distributed network.

Claim 8 (previously presented): The method of claim 7, further comprising:  
incorporating the plurality of scripts into a web page; and

the communicating of the plurality of scripts includes communicating the web page over the distributed network.

Claim 9 (original): The method of claim 7, further comprising:  
generating the plurality of scripts for diagnosing the electronic device based on an identity of the electronic device.

Claim 10 (original): The method of claim 9, wherein the plurality of scripts provide polling of the electronic device.

Claim 11 (original): The method of claim 9, wherein the plurality of scripts initiate remote maintenance of the electronic device.

Claim 12 (currently amended): A system for use in remotely diagnosing electronic devices, comprising:

a script generator coupled with a distributed network, wherein the script generator is configured to compile at least one script and forward that at least one script over the distributed network, wherein the at least one script is incorporated within a web page, and the web page with the at least one script is forwarded over the distributed network; and

a remote diagnostic controller coupled with the distributed network and with an electronic device to be diagnosed, the remote diagnostic controller receives the web page and the at least one script within the web page and implements the at least one script such that the remote diagnostic controller forwards a first instruction to the electronic device to be performed by the electronic device, wherein the remote diagnostic controller is further configured to receive a first reply from the electronic device, to determine at least a second diagnostic instruction based on the first reply and to forward at least the [[a]] second and/or subsequent instruction[[s]] to the electronic device, based on the first reply and/or previous replies.

Claim 13 (original): The system of claim 12, wherein the diagnostic controller is maintained within a host computer, wherein the host computer provides processing capabilities for the diagnostic controller in determining the second instruction.

Claim 14 (original): The system of claim 12, wherein the diagnostic controller is maintained within the electronic device, wherein the electronic device provides processing capabilities for the diagnostic controller in determining the second instruction.

Claim 15 (canceled):

Claim 16 (currently amended): A system for use in remotely diagnosing an electronic device, comprising:

means for initiating a diagnostic analysis of an electronic device;  
means for identifying the electronic device;  
means for determining whether the electronic device comprises a diagnostic controller;  
means for remotely receiving a diagnostic controller over the distributed network when the electronic device does not include a diagnostic controller;  
means for receiving a plurality of scripts for diagnosing the electronic device communicated over a distributed network, wherein the means for receiving the plurality of scripts comprises means for receiving at the diagnostic controller at least one web page including one or more of the plurality of scripts;

means for determining whether the plurality of scripts have been previously received;

means for storing the scripts not previously received;  
means for determining whether one or more of the plurality of scripts determined to have been previously received are updated scripts of previously received scripts;

means for storing the one or more updated scripts when one or more of the plurality of scripts are updated scripts of the previously received scripts;

means for remotely initiating a first diagnostic instruction with at least one of the plurality of scripts;

means for receiving a response based on the first diagnostic instruction;

means for determining a second diagnostic instruction based on the response with at least one of the plurality of scripts; and

means for remotely initiating the second diagnostic instruction with at least one of the plurality of scripts.

Claim 17 (canceled)

Claim 18 (previously presented): The system of claim 16, further comprising means for decrypting at least a portion of the plurality of scripts prior to the initiating the first diagnostic instruction.

Claim 19 (original): The system of claim 18, wherein at least one of the plurality of scripts initiates a download over the distributed network to the electronic device.

Claim 20 (canceled)

Claim 21 (previously presented): The method of claim 1, wherein the remotely receiving the diagnostic controller over the distributed network further comprises:

receiving at least one web page wherein the diagnostic controller is incorporated into the at least one web page;

extracting the diagnostic controller from the at least one web page; and  
initializing the diagnostic controller.

Claim 22 (new): A method as described in claim 1, further comprising:  
determining whether additional scripts are needed to initiate the second diagnostic instruction;

requesting from over the distributed network the additional scripts when it is determined that additional scripts are needed; and  
receiving the additional scripts from over the distributed network.

Claim 23 (new): The system of claim 12, wherein the remote diagnostic controller is further configured to analyze the first reply and determine whether one or more further diagnostic instructions are needed, and identify at least the second instruction when the one or more further diagnostic instructions are needed.

Claim 24 (new): The system of claim 12, wherein the remote diagnostic controller is further configured to determine whether one or more additional scripts are needed to implement the second diagnostic instruction, and to request from over the distributed network at least a second script when the remote diagnostic controller determines that one or more additional scripts are needed.